

US LEC of Tennessee, LLC

TRA No. 1
First Revised Page 1
Cancels Original Page 1

—

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO THE PROVISION OF SWITCHED ACCESS SERVICES
WITHIN THE STATE OF TENNESSEE

d/b/a PAETEC Business Services

C

Issued: June 22, 2007

Effective: July 23, 2007

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Boulevard
Charlotte, NC 28211

CHECK SHEET

The pages of this tariff are effective as of the date shown. The original and revised pages named below contain all changes from the original tariff and are in effect on the date shown.

<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
1	First	26	First	41.1	First
2	Twentieth*	27	Second	42	First
3	Fifteenth *	27.1	Original	43	First
4	Second	27.2	Original	44	First
5	Second	27.3	Original	45	Second
6	Second	27.4	Original	46	First
7	Original	28	First	47	First
8	Original	29	First	48	First
9	First	30	First	49	First
10	Second	31	First	50	Second
11	Second	32	Third		
12	Original	33	First		
13	Original	34	First		
14	Original	35	First		
15	Original	36	First		
16	Original	37	First		
17	Original	38	First		
18	Original	39	First		
19	Original	40	First		
20	Original	41	First		
21	First				
22	First				
23	First				
24	First				
25	Second				

CHECK SHEET

The pages of this tariff are effective as of the date shown. The original and revised pages named below contain all changes from the original tariff and are in effect on the date shown.

<u>PAGE</u>	<u>REVISION</u>
51	Second
52	First
53	First
54	First
55	First
56	First
57	First
57.1	Original
57.2	Original
58	Thirteenth *
58.1	Twelfth *
59	Fourth *
60	First
61	First

Issued: June 10, 2021

Effective: July 1, 2021

Issued By: Senior Regulatory Counsel
4001 Rodney Parham Rd.
Little Rock, AR 72212

TABLE OF CONTENTS

	<u>Page</u>
TITLE SHEET	1
CHECK SHEET	2
TABLE OF CONTENTS	4
SYMBOLS AND TARIFF FORMAT	7
APPLICATION OF TARIFF	9
DEFINITIONS	10
REGULATIONS	12
2.0 General	12
2.1 Undertaking of the Company	12
2.2 Prohibited Uses	23
2.3 Obligations of the Customer	25
2.4 Customer Equipment and Channels	27.4
2.5 Payment Arrangements	30
2.6 Allowances for Interruptions in Service	38
2.7 Joint Use Arrangements	41
2.8 Meet Point Billing	41
2.9 Procedure for Cancellation of Service	41.1

Issued: December 21, 2011

Effective: January 20, 2012

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Boulevard
Charlotte, NC 28211

TABLE OF CONTENTS

	<u>Page</u>
ACCESS SERVICES	42
3.1 General	42
3.2 Transport Service	45
3.3 End User Service	46
3.4 Switching Service	47
3.5 Chargeable Optional Features	48
3.6 Measurement of Access Minutes	49
3.7 Individual Case Base (ICB) Arrangements	50
3.8 Jurisdictional Reports	50
BILLING NAME AND ADDRESS SERVICE	52
4.0 General	52
4.1 Undertaking of the Company	52
4.2 Obligations of the Customer	53
4.3 Rate Regulations	54
DESCRIPTION AND APPLICATION OF RATES & CHARGES	55
5.1 Usage Rates	55
5.2 Monthly Rates	55
5.3 Nonrecurring Charges	55
5.4 Provision of Billing Information	57.1
	N

Issued: January 23, 2004

Effective: February 23, 2004

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

TABLE OF CONTENTS

	<u>Page</u>	T
RATES & CHARGES	58	
6.1 Direct End Office Access	58	
6.2 Indirect Access Transport	58.1	
6.3 800 Database Access Service	59	
6.4 Billing Name and Address Service	59	
6.5 Access Order Charge	59	
6.6 Installation Charge	59	
6.7 Network Blocking	59	
6.8 Service Date Change Charge	59	
6.9 Design Change Charge	59	
SERVICE TERRITORY	60	
7.1 Service Territory	60	

Issued: September 10, 2003

Effective: October 10, 2003

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SYMBOLS AND TARIFF FORMAT

SYMBOLS

The following symbols shall be used in this tariff for the purpose indicated below:

- C To signify changed regulation.
- D To signify discontinued rate or regulation.
- I To signify increased rate.
- M To signify a move in the location of text.
- N To signify new rate or regulation.
- R To signify reduced rate.
- S To signify reissued matter.
- T To signify a change in text but no change in rate or regulation.

TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Authority. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the Authority follows in their tariff approval process, the most current sheet number on file with the Authority is not always the tariff page in effect.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

TARIFF FORMAT (Cont'd)

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.
2.1.
2.1.1.
2.1.1.A.
2.1.1.A.1.
2.1.1.A.1.(a).
2.1.1.A.1.(a).I.
2.1.1.A.1.(a).I.(i).
2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets - When a tariff filing is made with the Authority, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Authority.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

US LEC of Tennessee Inc.
d/b/a PAETEC Business Services

TRA No. 1
First Revised Page 9
Cancels Original Page 9

—

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of switched access services by US LEC of Tennessee, Inc., d/b/a PAETEC Business Services, for connection to intrastate communication facilities within the State of Tennessee.

C

Issued: June 22, 2007

Effective: July 23, 2007

Issued By: Senior Manager – Regulatory Affairs (T)
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 1 - DEFINITIONS

Certain terms used generally throughout this Tariff are described below.

Advance Payment: Part or all of a payment required before the start of service.

Access Services: The Company's intrastate services offered pursuant to the Tariff.

Company: US LEC of Tennessee, Inc., d/b/a PAETEC Business Services, the issuer of this Tariff.

Customer: The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the services offered under this tariff, including but not limited to Interexchange Carriers (ICs), End Users and other telecommunications carriers or providers originating or terminating toll VoIP-PSTN traffic.

T
|
T

End User: A person or entity that subscribes to any of the Company's services offered under the Company's Tariff TRA No. 1, Section 5 or Section 6.

Federal Communications Commission (or "FCC"): Independent government agency that develops and implements policy concerning interstate and international communications.

Individual Case Basis: A service arrangement in which the regulations, rates, and charges are developed based on the specific circumstances of the case.

Joint User: A person, firm, or corporation which is designated by the Customer as a user of services furnished to the Customer by the Company and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

LATA: A Local Access and Transport area established pursuant to the Modification of Final Judgement entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192, or any other geographic area designated as a LATA in the National Exchange Carrier Assn., Inc. Tariff F.C.C. No. 4.

LEC: A Local Exchange Company located in the area served by the Company.

Issued: December 21, 2011

Effective: January 20, 2012

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Blvd.
Charlotte, North Carolina 28211

SECTION 1 - DEFINITIONS

Network Switching: Network Switching provides for the use of Company switching equipment and related network to originate or terminate an access minute of use of any type. It applies to the establishment and release of connections on a per call basis between two or more circuits, communications systems, alternative switches or services.

Port: A facility of equipment system or subsystem set aside for the sole use of a specific Customer.

Recurring Charges: The monthly Charges to the Customer for services which continue for the agreed upon duration of the service.

Service Commencement Date: The first date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or the Tariff, in which case the Service Commencement Date is the date of the customer's acceptance. The Company and the Customer may mutually agree on a substitute Service Commencement Date. If the Company does not have an executed Service Order from the Customer, the Service Commencement Date will be the first date on which the service or facility is used by the Customer.

Service Order: The written request for access services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Tariff, but the duration of the service is calculated from the Service Commencement Date. Should a Customer use the Company's access service without a executed Service Order, the Company will then request the Customer to submit a Service Order.

Tennessee Regulatory Authority (or "Authority" or "TRA"): The governing regulatory authority for intrastate communications services within the State of Tennessee.

Toll VoIP-PSTN Traffic:-The term "Toll VoIP-PSTN Traffic" denotes a customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. "Toll VoIP-PSTN Traffic" originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

N
|
|
N

User: A Customer or any other person authorized by the Customer to use service provided under this Tariff.

Issued: December 21, 2011

Effective: January 20, 2012

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Blvd.
Charlotte, North Carolina 28211

SECTION 2 - REGULATIONS

2.0 General

All services or commitments undertaken by the Company, and provided through the use of facilities and/or services acquired from another carrier, are subject to any limitations set out in applicable tariffs filed by the other carriers or in carrier-to-carrier agreements, and such limitations are hereby incorporated by reference.

2.1 Undertaking of the Company

2.1.1 Scope

This service consists of the furnishing of intrastate carrier communications services pursuant to this general Tariff offering of service to the general public. Intrastate carrier communications provided pursuant to this Tariff are subject to the general regulations stated in this Section. Contractual arrangements which relate to services which are subject to this Tariff will be filed under Section 2.7 of this Tariff. The Company's services are available in areas shown in Section 7 of this Tariff.

2.1.2 Shortage of Equipment or Facilities

The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of a lack of facilities, or due to any other cause beyond the Company's control.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.2 Shortage of Equipment or Facilities (cont'd)

The furnishing of service under this Tariff is subject to the availability on a continuing basis of all the necessary facilities, including facilities the Company may obtain from other carriers, to furnish service from time to time as required at the sole discretion of the Company.

2.1.3 Liability of the Company

The Liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances as set forth in Section 2.6. The extension of such allowances shall be the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company. The Company will not be liable for any special, consequential, exemplary or punitive damages a Customer may suffer, whether or not caused by the intentional acts or omissions or negligence of the Company's employees or agents.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.3 Liability of the Company (cont'd)

The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including, but not limited to: acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action or request of the federal government, or of any other government, including federal and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one of more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, work stoppages, or other labor difficulties.

The Company shall not be liable for any act or omission of any entity furnishing to the Company or the Company's Customers facilities or equipment used for or with the services the Company offers.

The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer provided equipment or facilities.

The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at the premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.3 Liability of the Company (cont'd)

The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided.

The Company shall not be liable for any damages resulting from delays in meeting any service date due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.

The Company is not liable for any defacement of or damage to the premises of the Customer (or authorized or joint user) resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.3 Liability of the Company (cont'd)

The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.

The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing facilities or equipment used for or in conjunction with the Company's service.

The Company makes no warranties or representations, express or implied either in fact or operation of law, statutory or otherwise, including warranties of merchantability and fitness for a particular use, except those expressly set forth herein.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.4 Claims

Company shall be indemnified and held harmless by Customer against all claims, suits, proceedings, expenses, losses, liabilities, or damages (collectively, "Claims") arising from the use of the services pursuant to this Tariff involving: (1) Claims of third parties, including patrons or customers of Customer, arising out of, resulting from, or related to the use of the services; (2) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communication using the services; (3) Claims for patent infringement arising from combining or using the facilities and equipment furnished pursuant to this Tariff in connection or in combination with facilities or equipment not furnished by the Company; and (4) all other Claims arisen out of any act or omission of Customers or patrons of Customer, in connection with the services made available to the Customer pursuant to this Tariff.

2.1.5 Testing, Maintenance, and Adjusting

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the periods during which the Company makes such tests, adjustments, or inspections.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.5 Testing, Maintenance, and Adjusting (cont'd)

The Company shall have no responsibility for the maintenance and repair of any kind with respect to equipment and facilities not provided by the Company. The Company will charge the Customer for any maintenance visits with respect to service problems which are determined to arise from equipment or facilities not provided by the Company.

2.1.6 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on not less than the cost of actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2.1.7 Ownership of Facilities

Title to all facilities, other than inside wiring on the Customer's side of the demarcation point, provided in accordance with this Tariff remains in the Company, its agents or contractors. Customer shall not have, nor shall it assert, any right, title, or interest in all the facilities and associated equipment provided by the Company hereunder.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.8 Rights-of-Way

Any and all costs associates with obtaining and maintaining of the rights-of-way from the point of entry at the Customer's location to the Customer, including but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company provided facilities, shall be borne entirely by the Customer. Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions, and restriction of such rights-of-way and of agreements between the Company and such third parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable governmental ordinance, law, rule, regulation or restriction. Where applicable, Customer agrees that it shall assist Company in the procurement and maintenance of such right of way.

2.1.9 Services Provided by Other Carriers

Company shall have no responsibility with respect to billings, charges, or disputes related to services used by Customer, which are not included in the services herein, including, without limitation, any local, regional, and long distance services not offered by the Company. Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.10 Governmental Authorizations

The provision of services under this Tariff is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it. Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the services into conformance with any rules, regulations, orders, decisions, or directives imposed by the Federal Communications Commission, TRA, or other applicable agency, and Customer shall fully cooperate in and take such action as may be requested by Company to comply with any such rules, regulations, orders, decisions or directives.

2.1.11 Assignment

The Company may, without obtaining any further consent from Customer, assign any rights, privileges, or obligations under this Tariff. Customer shall not, without prior written consent of Company, which consent shall not be unreasonable withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Tariff, and any attempt to make such an assignment, transfer, disposition without consent shall be null and void.

Issued: December 1, 1997

Effective: February 1, 1998

Issued By: Executive Vice President Regulatory & Administration
401 North Tryon Street, Suite 1000
Charlotte, North Carolina 28202

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.12 Network Management

The Company will administer its network to insure the provision of acceptable service levels to all users of the Company's network services. Generally, service levels are considered acceptable only when both end users and customers are able to establish connections with little or no delay encountered within the Company's network.

The Company maintains the right to apply protective controls, i.e., those actions such as call gapping, which selectively cancel the completion of traffic, over any traffic carried over its network. These measures would only be taken as a result of occurrences such as failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Company result in the complete loss of service to the Customer, the Customer will be granted a Credit Allowance for Service Interruptions as set forth in Section 2.6, following.

2.1.13 Transmission Specifications

The Company's transmission path will meet the standard transmission specifications as set forth in Bellcore Technical Publications. When the Company uses facilities and services from other service providers, the Company's transmission paths will conform to Bellcore Technical Publications, to the extent that the supplying service provider's facilities and services meet the specifications. The Company will, upon notification by the Customer that the data parameters set forth are not being met, conduct tests independently or in cooperation with the Customer, and take any actions deemed by the Company to be necessary to insure that the data parameters are met.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

—

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.14 Provision of Service Performance Data

Subject to availability, end-to-end service performance data available to the Company through its own service evaluation routines may also be made available to the Customer based on previously arranged intervals and format.

2.1.15 Acceptance Testing

At no additional charge the Company will, at the Customer's request and where applicable, cooperatively test at the time of installation the following parameters: loss, C-notched noise, C-message noise, 3-tone slope, d.c. continuity, and operations signaling. Balance parameters may also be tested where applicable.

2.1.16 Routine Testing

At no additional charge the Company will, at the Customer's request and where applicable, test after installation on an automatic or manual basis, 1004 Hz loss, C-message noise, and Balance (Return loss). In the case of automatic testing, the Customer shall provide remote office test lines and 105 test lines associated responders or the functional equivalent. The frequency of the tests will be as mutually agreed on by the Customer and the Company, but shall consist of not less than quarterly 1004 Hz loss and C-messsage noise tests, and an annual blance test. Trunk test failures requiring Customer participation for trouble resolution will be provided to the Customer on an as-occurs basis.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.17 Determination of the Number of Transmission Paths

The Customer will determine the number of switched access service transmission paths to be provided for the busy hour minutes of capacity ordered. The Company can assist the Customer in developing the number of transmission paths using standard Company engineering methods.

2.1.18 Trunk Group Measurement Reports

Subject to availability, the Company will make available to the Customer trunk group data in the form of usage in CCS, peg count and overflow, at previously agreed to intervals.

2.2 Prohibited Uses

The services the Company offers shall not be used for any unlawful purpose or for any use as to which Customer has not obtained all governmental approvals, authorization, licenses, consents and permits required to be obtained by the Customer with respect hereto.

The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to demonstrate that their use of the Company offerings complies with relevant laws, regulations, policies, orders, and decisions.

The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.2 Prohibited Uses (cont'd)

A Customer may not use the services so as to interfere with or impair service over any of facilities and associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.

Customer use of any service obtained from other service providers by the Company and resold to Customer shall also be subject to any applicable restrictions in the underlying providers' publicly available tariffs.

A Customer, joint user, or authorized user shall not represent that its services are provided by the Company, or otherwise indicate to its customers that its provision of services is jointly with the Company, without the written consent of the Company. The relationship between Company and Customer shall not be that of partners or agents for one or the other, and shall not be deemed to constitute a partnership or agency agreement.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.3 Obligations of the Customer

2.3.1 Customer Responsibilities

The Customer shall pay all applicable charges as set forth in this Tariff.

Customer shall be obligated to pay for all access traffic that Customer accepts, regardless of whether or not orders have been submitted for such traffic by Customer.

The Customer is responsible for any damage to or loss of the Company facilities or equipment caused by the acts or omissions of Customer, authorized user, or joint user with these regulations, unless caused by the negligence or willful misconduct of the employees or agents of the Company.

The Customer shall make available to Company such space, power, environmental conditioning and other resources at Customer's premises as Company shall request for the provision of services offered under this Tariff. Customer shall provide the necessary equipment space, conduit, electrical power and suitable environmental conditions required to provide the services, as specified by Company, at each Customer termination point, without charge or cost to the Company. Customer agrees to return such equipment and wiring to Company at the expiration of the applicable term in its original condition, ordinary wear and tear excepted. Customer shall bear the risk of any loss or damage to Company's equipment or wiring located in Customer's premise, except where such loss or damage is caused by Company. Customer shall be responsible for insuring that the equipment, wiring, space and associated faculties, conduit and rights-of-way are protected against fire, theft, vandalism or other casualty, and that the use thereof complies with the applicable laws, rules, and regulations and with all applicable lease or other contractual

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.3 Obligations of the Customer (cont'd)

2.3.1 Customer Responsibilities (cont'd)

agreements. Company shall install such wiring and equipment as reasonable directed by Customer to comply with lease or other contractual obligations to which Customer is a party.

Customer shall provide a safe place to work which complies with all laws and regulations along the rights-of-way and in the equipment spaces which it is responsible for obtaining pursuant to Section 2.1.8, above, and at which Company authorized personnel, employees, or agents may be installing, inspecting, maintaining, replacing, repairing or removing facilities and equipment.

Customer shall arrange access to any of the rights-of way, conduit, and equipment space which it is responsible for obtaining at any reasonable time so that Company's authorized personnel, employees, or agents may install, repair, maintain, inspect, replace or remove any and all facilities and associated equipment provided by Company. Access to such sites shall be made available at a time mutually agreeable to Customer and Company. Customer acknowledges that, when repair work is required to restore services after interruption, it may be necessary to provide access on a twenty-four hour, seven day a week basis. Company shall also have the right to obtain access to the cable installed in Customer provided conduit at any splice or junction box. No credit allowance under Section 2.6 will be made for the period during which service is interrupted for such purposes.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

—

SECTION 2- REGULATIONS

2.3 Obligations of the Customer (cont'd)

2.3.1 Customer Responsibilities (cont'd)

Customer shall be responsible for obtaining and continuing in effect all approvals, consents, authorizations, licenses, and permits as may be required to permit Customer to comply with its obligations hereunder.

Customer use of any service obtained from other service providers by the Company and resold to Customer shall also be subject to any applicable restrictions in the underlying providers' publicly available tariffs.

2.3.2 Service Requirements

When a Customer offers service for which a substantial call volume is expected during a short period of time, the Customer should notify the Company at least 48 hours in advance of each peak period. Notification should include the nature, time, duration, and frequency of the event, an estimated call volume, and the telephone number(s) to be used. On the basis of the information provided, the Company may invoke network management controls to reduce the probability of excessive network congestion. The Company will work cooperatively with the Customer to determine the appropriate level of such controls.

M

M

Issued: December 21, 2011

Effective: January 20, 2012

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Boulevard
Charlotte, NC 28211

Material formerly located on this page may now be found on page 27.4.

SECTION 2- REGULATIONS

2.3 Obligations of the Customer (cont'd)

2.3.3 Identification and Rating of VoIP-PSTN Traffic

(A) Scope

(1) VoIP-PSTN traffic is defined as traffic exchanged over the public switched telephone network ("PSTN") facilities that originates and/or terminates in Internet protocol ("IP") format. This section governs the identification of toll VoIP-PSTN ("toll VoIP") traffic that in the absence of an interconnection agreement will be subject to interstate switched access rates in accordance with the Federal Communications Commission Report and Order in WC Docket Nos. 10-90, etc., FCC No. 11-161 released (Nov. 18, 2011) ("FCC Order") as it may hereinafter be amended or clarified. Specifically, this section establishes the method of distinguishing toll VoIP traffic from the customer's total intrastate access traffic, so that toll VoIP traffic will be billed in accordance with the FCC Order.

(2) This section will be applied to the billing of switched access charges to a customer that is a local exchange carrier only to the extent that the customer has also implemented billing of interstate access charges for VoIP-PSTN Traffic in accordance with the FCC Order.

(B) Rating of toll VoIP-PSTN traffic

The Telephone Company will bill toll VoIP-PSTN traffic which it identifies in accordance with this tariff section at rates equal to the Telephone Company's applicable tariffed interstate switched access rates.

SECTION 2- REGULATIONS

2.3 Obligations of the Customer (cont'd)

2.3.3 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factor

The Telephone Company will determine the number of toll VoIP traffic minutes of use ("MOU") to which it will apply its interstate rates under subsection (B), above, by applying an originating Percent VoIP Usage ("OPVU") factor to the total intrastate access MOU originated by a Telephone Company end user and delivered to the customer and by applying a terminating PVU ("TPVU") factor to the total intrastate access MOU terminated by a customer to the Telephone Company's end user. The OPVU and TPVU will be derived and applied as follows:

- (1) The customer will calculate and furnish to the Telephone Company an OPVU factor, along with supporting documentation, representing the whole number percentage of the customer's total originating intrastate access MOU that the customer receives from the Telephone Company in the State that is originated by the Telephone Company in IP format.
- (2) The customer will calculate and furnish to the Telephone Company a TPVU factor, along with supporting documentation, representing the whole number percentage of the customer's total terminating intrastate access MOU that the customer exchanges with the Telephone Company in the State that is sent to the Telephone Company and originated in IP format.
- (3) The OPVU, TPVU and supporting documentation shall be based on information that is verifiable by the Telephone Company including but not limited to the number of the customer's retail VoIP subscriptions in the state (*e.g.*, as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information. The customer shall not modify its reported PIU factor to account for VoIP-PSTN traffic.

Issued: December 21, 2011

Effective: January 20, 2012

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Boulevard
Charlotte, NC 28211

N

SECTION 2- REGULATIONS

2.3 Obligations of the Customer (cont'd)

2.3.3 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

N

(4) After the Telephone Company verifies the OPVU and TPVU provided by the customer the Telephone Company will apply the OPVU and TPVU factors to the associated intrastate access MOU as indicated in Sections (D) and/or (E) below.

In the event that the Telephone Company can not verify the customer's OPVU and/or TPVU, the Telephone Company will request additional information to support the OPVU and/or TPVU, during this time no changes will be made to the existing OPVU and /or TPVU. The customer shall supply the requested additional information within 15 days of the Telephone Company's request or no changes will be made to the existing OPVU and/or TPVU. If after review of the additional information, the customer and Telephone Company establish a revised and mutually agreed upon OPVU and/or TPVU factor, the Telephone Company will begin using the new factor with the next bill period.

If the dispute is unresolved the customer may request that verification audits be conducted by an independent auditor, at customer's sole expense. During the audit, the most recent undisputed OPVU and/or TPVU factor will be used by the Telephone Company.

(5) In the absence of an interconnection agreement, at no time will the Telephone Company allow an OPVU or TPVU factor greater than the applicable State percentage as identified in Paragraph 963 of the FCC Order.

N

Issued: December 21, 2011

Effective: January 20, 2012

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.3 Obligations of the Customer (cont'd)

2.3.3 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(D) Initial OPVU and TPVU Factor

In calculating the initial OPVU and TPVU factor(s), the Telephone Company will take the factor(s) provided by the customer into account retroactively to January 1, 2012, *provided that* the customer provides the factor(s) and supporting documentation, as specified in subsection (C) above to the Telephone Company no later than 15 days after the effective date of this tariff. If the customer does not furnish the Telephone Company with an OPVU and/or TPVU factor pursuant to the preceding subsection (C), the initial factor will be zero.

(E) OPVU and TPVU Factor Updates

The customer may update the OPVU and/or TPVU factor(s) semi-annually using the method set forth in subsection (C), above. If the customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first day of January and/or July of each year, a revised OPVU and/or TPVU factor and supporting documentation based on data for the prior three months, ending the last day of December and/or June, respectively. Once verified by the Telephone Company the revised OPVU and/or TPVU factor will apply prospectively and serve as the basis for billing until superseded by a new verified factor.

2.4 Customer Equipment and Channels

2.4.1 General

A Customer may transmit or receive information or signals via the services provided by the Company.

Issued: December 21, 2011

Effective: January 20, 2012

Issued By: Senior Manager – Regulatory Affairs
6801 Morrison Boulevard
Charlotte, NC 28211

Material appearing on this page formerly appeared on Page 27.

SECTION 2 - REGULATIONS

2.4 Customer Equipment and Channels (cont'd)

2.4.2 Station Equipment

Customer provided terminal equipment on the premises of the customer, authorized user, or joint user, the operating personnel there, and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer, authorized user, or joint user.

The Customer, authorized user, or joint user is responsible for ensuring that Customer provided equipment connected to Company equipment and facilities is compatible with such Company equipment and facilities and those of any underlying provider on whom the Company relies. The magnitude and character of the voltages and currents impressed on Company provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Customer.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.4 Customer Equipment and Channels (cont'd)

2.4.3 Interconnection Provisions

Facilities furnished under this Tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this Tariff and subject to any limits in the tariffs of an underlying provider.

2.4.4 Interconnection of Facilities

Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing services under this Tariff and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

The service may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carrier which are applicable to such connections.

2.4.5 Inspections

Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer, authorized agent, or joint user is complying with the requirements set forth in Sections 2.4.2, 2.4.3 and 2.4.4 for the installation, operation, and maintenance of Customer provided facilities, equipment, and wiring in the connection of Customer provided equipment and facilities to Company owned facilities and equipment.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.4 Customer Equipment and Channels (cont'd)

2.4.5 Inspections (cont'd)

If the protective requirements for Customer provided equipment are not being complied with, the Company may take such action (including suspension of service) as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm.

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

A) Taxes

The Customer is responsible for payment of any sales, use, gross receipts, exise, access or other local, state and federal taxes, charges or surcharges (however, designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Access Services.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.5 Payment Arrangements (cont'd)

2.5.2 Billing and Collection of Charges

- A) Non-recurring charges are due and payable from the customer upon receipt of the invoice.
- B) The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due upon receipt of the invoice. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- C) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rate basis. For this purpose, every month is considered to have 30 days.
- D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.5 Payment Arrangements (cont'd)

2.5.2 Billing and Collection of Charges (cont'd)

E) A late payment penalty will be due to the Company upon any unpaid amount commencing 28 days after the date of the invoice. The late payment penalty shall be the portion of the payment not received by the 28th day after the date of the invoice multiplied by a late factor of 1.5% per month.

F) Customers have up to 45 days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits. If a Customer does not give the Company notice of a billing or rate dispute within the above mentioned dispute period, the invoice and the charges levied shall be deemed to be reasonable, correct and binding on the Customer. Late payment penalties on unpaid charges disputed by and resolved in favor of the Customer shall be credited.

G) The Customer shall be responsible for all costs, including attorney's fees, incurred in the collection of any unpaid charge or in any other action to enforce payments and/or obligations arising under this Tariff. (N) | | (N)

H) If service is disconnected by the Company in accordance with section 2.5.5 following and later restored, restoration of service will be subject to all applicable installation charges. (T)

I) The Company reserves the right to invoice a Customer for monthly recurring and usage based services rendered up to and including 24 months in arrears. The Company will allow a reasonable amount of time for payment to be received prior to late fee's being assessed. (T)

SECTION 2 - REGULATIONS

2.5 Payment Arrangements (Cont'd)

2.5.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

2.5.4 Deposits

A) To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

- 1) two month's charges for a service or facility which has a minimum payment period of one month; or
- 2) the charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in the event that a termination charge is applicable.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.5 Payment Arrangements (Cont'd)

2.5.4 Deposits (cont'd)

- B) A deposit may be required in addition to an advance payment.
- C) When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.
- D) Deposits held will accrue interest at a rate of 6.0% without deductions for any taxes on such deposits. Interest will not accrue on any deposit after the date on which reasonable effort has been made to return it to the Customer.

2.5.5 Discontinuance of Service

- A) Upon nonpayment of any amounts owing to the Company, the Company may, by giving 5 days prior written notice to the Customer, discontinue or suspend service without incurring any liability.
- B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 10 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.5 Payment Arrangements (Cont'd)

2.5.5 Discontinuance of Service (cont'd)

- C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- D) Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- E) In the event of fraudulent use of the Company's network, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.5 Payment Arrangements (Cont'd)

2.5.5 Discontinuance of Service (cont'd)

F) Upon the Company's discontinuance of service to the Customer under Section 2.5.5(A) or 2.5.5(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent). For good cause shown, the Authority may exempt a Customer from the penalties provided in this sub-section.

2.5.6 Cancellation of Application for Service

A) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six percent).

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.5 Payment Arrangements (Cont'd)

2.5.6 Cancellation of Application for Service (cont'd)

B) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.

C) The special charges described in 2.5.6(A) through 2.5.6(B) will be calculated and applied on a case-by-case basis.

2.5.7 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.6 Allowances for Interruptions in Service

Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

2.6.1 Credit for Interruptions

- A). When service is interrupted for a period of at least 24 hours after notice by the customer to the Company, an allowance equal to 1/30 of fixed billing cycle charges for services furnished by the Company rendered useless or substantially impaired shall apply to each 24 hours during which the interruption continues after notice by the customer to the Company. Credit in any billing period shall not exceed the total non-usage charges for that period for the services furnished by the Company rendered useless or substantially impaired.
 - (i) The word "interruption" shall mean the inability to complete calls due to equipment malfunctions or human errors. "Interruption" does not include, and no allowance shall be given for, service difficulties such as slow dial tone, circuits, busy or other network and/or switching capacity shortages. Nor shall "interruption" include the failure of any service or facilities provided by a common carrier or other entity other than the Company. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the customer, or where the Company, pursuant to the terms of this tariff, terminates service because of non-payment of bills or deposits due to the Company, unlawful or improper use of the Company's facilities or service, or any other reason covered by this tariff or by applicable law.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2 - REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd)

2.6.1 Credit for Interruptions (cont'd)

(ii) No allowance shall apply to any non-recurring or usage charges.

2.6.2 Limitations on Allowances

No credit allowance will be made for:

- A) interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- B) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- C) interruptions due to the failure or malfunction of non-Company equipment;
- D) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd)

2.6.2 Limitations on Allowances (cont'd)

- F) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- G) interruption of service due to circumstances or causes beyond the control of Company.

2.6.3 Cancellation For Service Interruption

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equalling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.7 Joint Use Arrangements

Joint use arrangements will be permitted for all services offered pursuant to this Tariff.

From each joint use arrangement, one member will be designated the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from this Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of charges billed to it.

2.8 Meet Point Billing

In cases where the Customer chooses to originate and terminate its switched traffic with the Company via the use of another Local Exchange Carrier's (LEC) tandem facilities (tandem connection), Meet Point Billing (MPB) will apply. Both the Company and the other LEC will issue bills to the Customer for services rendered.

With tandem connection, both the Company and the other LEC will prepare its own bill and bill charges in accordance with its own Tariff, unless other arrangements are made that are mutually agreeable to both the Company and the Customer. Mileage sensitive charges will be proportionately billed in accordance with industry standards.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 2- REGULATIONS

2.9 Joint Use Arrangements

The following procedure is set forth for Customers who wish to cancel the Company's access services. Customers must complete each of the instructions before cancellation is effective.

- a. The Company must be notified of the Customer's decision to cancel access services in writing, and no less than 30 days in advance of the effective date of such cancellation.
- b. The Customer must notify all affected end users, and all other parties affected by the cancellation of the Company's access services, in writing, and no less than 30 days in advance of the effective date of such cancellation.
- c. The Customer must refuse access services as of the date scheduled in accordance with (a) and (b) above.
- d. The Customer must deny all new PIC requests which might be received after the date scheduled in accordance with (a) and (b) above.
- e. The Customer must pay all outstanding access service charges from the Company for any and all services received prior to the cancellation of service.

Upon cancellation of service, end users who attempt to reach the former Customer's network by means of dial around, toll free origination, or other method will be terminated to a recording which will state, "(Carrier name) is unable to complete your call. For assistance, please call (Carrier's direct dial number)."

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.1 General

3.1.1 Description

Intrastate access service is provided at company designated end office switches whether routed directly or via Company designated tandem switches. For Intrastate access service with SS7 signalling option, the CCSA signalling connection is provided to company designated STPs.

Intrastate access service is provided as trunk side switching through the use of end office or access tandem switch trunk equipment. The switch trunk equipment may be provided with wink start start-pulsing signals and answer and disconnect supervisory signalling, or without signalling when the SS7 signalling option is specified.

Intrastate access service switching may be provided, at the customer's option, with multifrequency address signalling or common channel signalling. With multifrequency address signalling, up to 12 digits of the called party number dialed by the Customer's end user using dual tone multifrequency or dial pulse address signals will be provided by Company equipment to the Customer's premises where the Switched Access Service terminates. Such address signals will be subject to the ordinary transmission capabilities of the Local Transport provided. With common channel signalling, up to 12 digits of the called party number dialed by the Customer's end user using dual tone multifrequency or dial pulse address signals will be provided by Company equipment to the Customer's designated premises via a Common Channel Signalling Access (CCSA) circuit.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.1 General (cont'd)

3.1.1 Description (cont'd)

The Company's facilities shall provide the necessary on-hook, off-hook, answer and disconnect supervision.

When used in the terminating direction, Intrastate access service switching may be used to access valid NXXs in the LATA, time or weather announcement services of the Company, community information services of an information service provider, and other customers' services (by dialing the appropriate codes) when such services can be reached using valid NXX codes. When directly routed to an end office, only those valid NXX codes served by that end office may be accessed. When routed through an access tandem, only those valid NXX codes served by end offices subtending the access tandem may be accessed. Additionally, non-access charges will also be billed for calls from an Intrastate access service trunk to another customer's service in accordance with that customer's applicable service rates when the Company performs the billing function for that customer. Calls in the terminating direction will not be completed to 950-XXXX access codes, local operator assistance (0- and 0+), service codes (611 and 911 where available) and 10XXX access codes.

The Company will establish a port or ports for the Customer at end office switches or access tandem switches where Intrastate access service switching is provided. When required by technical limitations, a separate port will be established for each type of Intrastate access service switching arrangement provided. Different types of Intrastate access service arrangements may be combined on a single port at the option of the Company.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.1 General (cont'd)

3.1.1 Description (cont'd)

No charge applies to end users for calls to the Intrastate access service 10XXX access code.

3.1.2 Service Options

The Company provides two service options. Direct End Office Access switched access service is provided to those Customers whose traffic is carried only on Company facilities. Indirect Access switched access service is provided to those Customers who originate and terminate their switched traffic with the Company via the use of another Local Exchange Carrier's (LEC) tandem facilities.

3.1.3 Testing Capabilities

Where equipment is available, Intrastate access service in the terminating direction is provided with seven digit access to balance (100 type) test line, milliwatt (102 type) test line, nonsynchronous or synchronous test line, automatic transmission measuring (105 type) test line, data transmission (107 type) test line, loop around test line, short circuit test line and open circuit test line.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.2 Transport Service

Transport Service provides for the transmission of calls between the Customer designated premises and the end office switch(s) where the Customer traffic is switched to originate or terminate the Customer's communication. Transport Service is a two-way voice frequency transmission path composed of facilities determined by the Company. The two-way voice frequency transmission path permits the transport of calls in the originating direction (from the end user end office switch to the Customer designated premise) and in the terminating direction (from the Customer designated premise to the end office switch), but not simultaneously. The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals.

Customers who choose Direct Access directly connect with the Company's office(s).

The Local Channel provides a communications path between the Customer premises and the serving wire center of that premises for the sole use of the Customer. A Local Channel is required whether the Customer's premises and the serving wire center are located in the same or different buildings. The Dedicated Interoffice Channel provides the transmission path from the serving wire center of the customer's premises to an end office or from the serving wire center to a tandem. The Transport Multiplexing rate provides for the use of common DS3 to DS1 Multiplexers in the end office side of the access tandem for traffic that is switched at an access tandem. The Port Charges will consist of a non-recurring connection charge and a recurring monthly rental charge. The Port can be furnished on a DS0 or DS1 basis. A Transport Interconnection Charge will also apply. A Transport Mileage rate will also apply to circumstances where to provide transmission facilities, the Company must provide transport between the terminating end office and Company switching facilities.

Customers who choose Indirect Access connect with the Company's office(s) through a US LEC tandem switch or another LEC's tandem switch. Transport Service rates are made up of a Transport Termination rate which is assessed on a per transmission path per access minute basis, and a Transport Mileage rate assessed on a per mile per access minute basis. The Transport Termination rate provides for the communication frequency transmission path at the Company switching central office and includes the Transport Service portion of central office switching and central office circuit equipment. The Transport Mileage rate

— applies to transmission facilities provided by the Company between the Company's central office and a remote switching facility.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 – ACCESS SERVICES

3.2 Transport Service (cont'd)

For purposes of determining Transport Mileage measurement, distance will be measured from the wire center that normally serves the customer designated premises to the end office switch(es), which may be a Remote Switching Module(s).

Where transmission facilities permit, the individual transmission path between the Customer's designated premises and the first point of switching may at the option of the Customer be provided with the following optional features at no charge:

Supervisory Signalling
Customer Specified Entry Switch Receive Level
Customer Specification of Local Transport Termination.

3.3 End User Access

End User Access provides Customers with the access from end office switches to end users, for use in furnishing their communications services.

Customers may be accessed via lines, trunks, pay telephone lines, or other facilities, terminated on a central office switch, which are provided under the local exchange services tariffs of the Company.

SECTION 3 - ACCESS SERVICES

3.4 Switching Service

Switching Service provides for the use of end office switching functions and the terminations in the end office of end user lines. Optional features available by Customer request at no charge include:

- Service Class Routing
- Alternate Traffic Routing
- Call Gapping Arrangement
- International Carrier Option
- Band Advance Arrangement for use in the provision of WATS or WATS-type services
- Hunt Group Arrangement for use in the provision of WATS or WATS-type services
- Uniform Call Distribution Arrangement for use in the provision of WATS or WATS-type services
- Nonhunting Number Associated with Hunt Group Arrangement or Uniform Call Distribution Arrangement for use in the provision of WATS or WATS-type services

3.4.1 Automatic Number Identification (ANI)

ANI provides the automatic transmission of a ten digit number and information digits to the Customer's premises for calls originating in the LATA, to identify the calling station. The ANI feature is an end office software function which is associated on a call-by-call basis with all individual transmission paths in a trunk group routed directly between an end office and a Company designated premises, or, where technically feasible, with all individual transmission paths in a trunk group between an end office and an access tandem. The ANI feature is available by Customer request at no charge.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.4.1 Automatic Number Identification (ANI) (cont'd)

The ten digit ANI number consists of the Numbering Plan Area (NPA) plus the seven digit ANI telephone number (TN). The ten digit ANI number will be transmitted on all calls except those identified as ANI failure, in which case only the NPA will be transmitted, in addition to the information digit.

The information digits identify: (1) TN is the station billing number - no special treatment required, (2) ANI failure has occurred in the end office switch which prevents identification of calling TN - must be obtained by operator or in some other fashion, (3) hotel/motel originated call which requires room number identification, (4) coinless station, hospital, inmate, etc., call which requires special screening or handling by the Customer. The ANI TN is the listed telephone number of the customer and is not the TN of the calling party.

Additional ANI information digits are available as requested by the Customer to identify various classes of line restriction, including (1) interLATA restricted - TN is identified line, (2) interLATA restricted - hotel/motel line, and (3) interLATA restricted - coinless, hospital, inmate, etc. line.

3.5 Chargeable Optional Features

800 Database Access Service is provided to all customers in conjunction with switched access service. When a 1+800+XXX-XXXX call is originated by an end user, the Company will utilize the SS7 network to query an 800 database to identify the Customer to whom the call will be delivered, and to provide vertical features based on the dialed digits. The call will then be routed to the identified Customer over switched access.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.5 Chargeable Optional Features (cont'd)

A Basic or Vertical Feature Query charge is assessed for each query launched to the 800 database. The Basic Query provides for the identification of the customer to whom the call will be delivered and includes area of service routing which allows routing of 800 calls by telephone companies to different interexchange carriers based on the Local Access Transport Area (LATA) in which the call originates. The Vertical Feature Query provides the same customer identification function in addition to vertical features which may include: (1) call validation, ensuring that calls originate from subscribed service areas; (2) POTS translation of 800 numbers; (3) alternate POTS translation, which allows subscribers to vary the routing of 800 calls based on factors such as time of day, place of origin of the call, etc.; (4) multiple carrier routing, which allows subscribers to route to different carriers based on factors similar to those in (3).

3.6 Measurement of Access Minutes

Customer traffic to end offices will be measured (recorded or assumed) by the Company at end office switches or access tandem switches. Originating and terminating calls will be measured or imputed to determine the basis for computing chargeable access minutes.

With Multifrequency Address Signalling, usage measurement begins when the originating entry switch receives the acknowledgement wink supervisory signal forwarded from the Customer's point of termination. For originating calls with SS7, usage measurement begins when either the Exit Message (EXM) or the Address Complete Message (ACM) is received.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.6 Measurement of Access Minutes (cont'd)

The measurement of originating call usage ends when the entry switch receives disconnect supervision from either the originating end user's end office, indicating the originating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch. Originating traffic will be billed at the per minute rate for terminating access.

For terminating calls, the measurement of access minutes begins when the terminating entry switch receives answer supervision from the terminating end user's end office, indicating the terminating end user has answered.

The measurement of terminating call usage ends when the terminating entry switch receives disconnect supervision from either the terminating end user's office, indicating the terminating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

3.7 Individual Case Base (ICB) Arrangements

The Company may develop a bid in which the regulations, if applicable, rates and charges for the offering under the provisions of this Tariff are developed based on the circumstances in each case. ICB arrangements will be summarized in this section of the Tariff.

3.8 Jurisdictional Reports

Where possible, the Company will determine the jurisdiction of both originating and terminating calls from the call detail records generated via the switched network, and bill usage according to such determination. A call that enters the Customer's network in a state different from the state in which the called station is located will be classified as

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 3 - ACCESS SERVICES

3.8 Jurisdictional Reports (cont'd)

interstate. A call that enters the Customer's network at a point within the same state as the state where the called station is located will be classified as intrastate.

In those cases where it is not possible for the Company to determine the jurisdiction of the call from the call detail, the Customer may provide the Company with a percent intrastate use. The percent, which should be represented as a whole number, is determined by taking the total intrastate usage and dividing by the total minutes of use.

The Customer may update the jurisdictional percentages reported to the Company on the first of January, April, July, and October. Reports should be received no later than the 20th of each month. Reports will be used on a go-forward basis, and will be in effect until the Customer submits a revised report. Customers beginning service in the middle of a quarter may submit a jurisdictional report at the onset of service.

In the absence of a Customer-provided percent interstate use, the following default percentages will be used:

800 traffic:	50%
900 traffic:	50%
700 traffic:	50%
all other:	percent determined by measurable network usage.

T
C
C
C

The Company reserves the right to verify the percents on the jurisdictional reports by examination of the underlying data. The Company will submit a request for verification in writing to the Customer. Such a request will occur no more than once a year. Once the request is received, the Customer will have 30 days to supply or otherwise make available the data to the Company.

Issued: September 10, 2003

Effective: October 10, 2003

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 4 - BILLING NAME AND ADDRESS SERVICE

4.0 General

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Company.

BNA Service is provided for the sole purpose of permitting the Customer to bill its telephonic communications services to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or by telephone. The Customer may not use BNA information to bill for merchandise, gift certificates, catalogs or other services or products.

BNA Service is provided on a manual basis only. Information will be provided by voice telecommunications, fax, or mail, as appropriate.

BNA information is furnished for sent-paid, collect, bill to third number, 700 and 900 service messages and messages charges to a calling card that is resident in the Company's data base.

4.1 Undertaking of the Company

4.1.1 A request for information on telephone numbers should be mailed or faxed to the Company. The Company will provide the response by first class U.S. Mail within ten (10) business days, unless other arrangements are mutually agreed to between the Company and the Customer.

4.1.2 The Company will specify the format in which requests are to be submitted.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 4 - BILLING NAME AND ADDRESS SERVICE

4.1 Undertaking of the Company (cont'd)

- 4.1.3 The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Company's records, including non-published and non-listed numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Company will provide an indicator on the confidential records.
- 4.1.4 The Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.
- 4.1.5 The Company shall use reasonable efforts to provide accurate and complete lists. The Company makes no warranties, expressed or implied, as to the accuracy or completeness of these lists.

4.2 Obligations of the Customer

- 4.2.1 With each order for BNA Service, the Customer shall identify the authorized individual and address to receive the BNA information.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 4 - BILLING NAME AND ADDRESS SERVICE

4.2 Obligations of the Customer (cont'd)

- 4.2.2 The Customer shall institute adequate internal procedures to insure that BNA information, including that related to non-published and non-listed telephone numbers, is used only for the purpose set forth in this Tariff and that BNA information is available only to those Customer personnel or agents with a need to know the information. The Customer must handle all billing name and address information designated as confidential by the Company in accordance with the Company's procedures concerning confidential information. The Company will provide to the Customer a statement of its procedures concerning confidential information.
- 4.2.3 The Customer shall not publicize or represent to others that the Company jointly participates with the Customer in the development of the Customer's end user records, accounts, data bases or market data, records, filed and data bases or other systems it assembles through the use of the BNA Service.

4.3 Rate Regulations

- 4.3.1 Service Establishment Charges apply for the initial establishment of BNA Service on a manual basis.
- 4.3.2 A charge applies for each request for BNA information for a telephone number on a manual basis. The Company will keep a count of the requests processed, and will bill the Customer in accordance with these counts whether or not the Company was able to provide BNA information for all requests.
- 4.3.3 When a customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 5 - DESCRIPTION AND APPLICATION OF RATES AND CHARGES

5.1 Usage Rates

Usage rates for switched access service are rates that apply: (1) on a per access minute basis when Direct End Office Access or Indirect Access is used, (2) on a per call blocked basis beyond the blocking threshold for Network Blocking, (3) on a per query basis for 800 Database Queries. All charges are accumulated on a monthly basis. Rates for these services are found in the Rate Attachment.

5.2 Monthly Rates

Monthly rates are flat recurring rates that apply each month or fraction thereof that a chargeable feature of basic or optional service element is provided. For billing and prorating purposes, each month is considered to have 30 days.

5.3 Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity. The types of non-recurring charges are as follows:

5.3.1 Access Order Charge

The Access Order Charge applies to all Customer requests for new switched access service, and for additions, changes, or rearrangements to existing service. It is applied on a per order basis to each order received by the Company, and is in addition to any other applicable charges as set forth in this and other sections of this Tariff.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 5 - DESCRIPTION AND APPLICATION OF RATES AND CHARGES

5.3 Nonrecurring Charges (cont'd)

5.3.1 Access Order Charge (cont'd)

The Access Order Charge does not apply:

- to administrative changes as set forth in 5.3.3;
- when a change in a pending order does not result in the cancellation of the pending order and the issuance of a new order;
- when a Company initiated network reconfiguration requires a Customer's existing access service to be reconfigured.

5.3.2 Installation of Service

Non-recurring charges apply to each Direct End Office Access service installed. This charge applies only when the capacity ordered requires the installation or activation of an additional trunk(s) which is uniquely identified for the sole use of the ordering Customer.

5.3.3 Service Rearrangements

All changes to existing services other than changes involving administrative activities will be treated as the discontinuance of the existing service and an installation of a new service. Installation charges as described in 5.3.2, above, apply. Changes and additions to existing services which are necessary due to Company initiated network reconfigurations will be made without charge to the Customer.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 5 - DESCRIPTION AND APPLICATION OF RATES AND CHARGES

5.3 Nonrecurring Charges (cont'd)

5.3.3 Service Rearrangements (cont'd)

Administrative changes include the following:

- change of customer name,
- change of Customer or Customer's end user premises address when the change of address is not the result of a physical relocation of equipment,
- change in billing data (name, address, contact name or telephone number),
- change of agency authorization,
- change of customer circuit identification,
- change of billing account number,
- change of Customer test line number,
- change of Customer or Customer's end user contact name or telephone number,
- change of jurisdiction.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

SECTION 5 - DESCRIPTION AND APPLICATION OF RATES AND CHARGES

5.4 Provision of Billing Information

N

5.4.1 Description

Access bills, not including Call Detail Records, are available in two formats. At no charge, the Customer may select as the primary billing medium either the Standard Paper Bill format described in (A) below or a mechanized electronic data transmission format described in (B) below:

- (A) The Standard Paper Bill format sent via U.S. Mail service.
- (B) Mechanized Electronic Data Transmission (MEDT) format in a SECAB format in one of the methods described below
 - (1) CONNECT: Direct is a secure, file transfer application which transmits data from the Customer's premises to a Company data center. Files will translate to the destination native from EBCDIC on IBM Mainframe or ASCII for UNIX.
 - (2) File Transfer Protocol (FTP) is a non-secure, internet standard protocol for file transfer between the Company and the Customer desired location.
 - (3) Secure File Transfer Protocol (SFTP) based on SSH, is an Internet standard protocol for file transfer between the Company and the Customer location providing transmission security features.

The Customer requesting data transmission shall be responsible for providing a data transmission system compatible with Company data transmission formats. In cooperation with the Customer, the Company will determine the interval required to implement the transmission of such material on an individual request basis. The Company will provide either binary or ASCII data. In the event of transmission failure resulting from Company error, the Company will retransmit a bill by electronic data transmission at no charge to the customer. In the event of transmission failure resulting any Customer or Customer network error, the Company will retransmit a bill by electronic data transmission at the same rates and charges as set forth in this Section.

N

SECTION 5 - DESCRIPTION AND APPLICATION OF RATES AND CHARGES

5.4 Provision of Billing Information (cont'd)

5.4.1 Description (cont'd)

If the cause of a transmission failure can't be determined at the time the failure occurs, the Company will retransmit a duplicate bill(s) in MEDT format. After investigation, if the cause of the transmission failure is determined to be Customer error or Customer network error, the rates and charges for additional bill copies sent due to Customer error will apply as set forth in this Section.

At the Customer's option, the Company will provide additional copies of the current month's access service bill via standard paper, CD-ROM or MEDT formats at the charges specified in this Section. Requests for additional copies of prior monthly bills must be sent to the Company in writing and specify the requested dates and the medium in which the copies are to be provided. Charges as specified in this Section for additional copies of access service bills will apply for each copy of a bill requested by a Customer.

The Company does not provide Call Detail Records as a part of any of the above described monthly access service bill delivery methods. In addition, the Company will not provide Call Detail Records for invoices older than 90 days prior to the current billing period. The Company will provide Call Detail Records only upon written request by the Customer, and only in CD-ROM format at the rates specified in this Section. The rates in this Section will also apply to written Customer requests for Call Detail records for prior monthly access service bills.

5.4.2 Rates

The rates and charges for additional bill copies or Call Detail Records will apply as follows.

PDF image delivered via email per page	*
Paper Copy per page	*
CD-ROM per CD-ROM	*
Mechanized Electronic Data Transmission (MEDT) per record transmitted	*

*Rates and charges based on individual cases will apply.

SECTION 6 - RATES AND CHARGES

6.1 Direct Access

Transport:

DS0 Port, per port		\$38.00	
DS1 Port, per port		\$147.75	
Local Channel			
DS1 per termination	Non-Recurring Charges First	Additional	Rate Per Month
DS3 per termination	\$750.00	\$300.00	\$174.33
	\$870.50	\$427.88	\$1,515.55
Dedicated Interoffice Channel			
DS1	Per Month Fixed	Per Mile	Non-Recurring
DS3	\$92.15	\$18.08	\$100.49
	\$972.54	\$97.25	\$67.19
Multiplexing			
Per Arrangement	Non-Recurring Charges First	Additional	Rate Per Month
DS3 to DS1	\$145.45	\$584.80	\$149.93
Interface-per DS1	\$85.00		
End User Access,*			
Terminating per access minute		\$0.00000	
Originating per access minute		\$0.00000	
Network Switching,			
Per Originating minute			
Non-8YY		\$0.004373	
8YY		**	
			(C)
			(C)

* End User Access rate was \$0.005 but was changed on October 1, 2004 to \$0.000 to reflect the flow through provisions of the Tax Equity Act.

** Rates mirror the current effective rates as filed in PAETEC Communications, Inc. FCC Tariff No. 3 for Interstate Access Service.

(N)
(N)

Issued: June 10, 2021

Effective: July 1, 2021

Issued By: Senior Regulatory Counsel
4001 Rodney Parham Rd.
Little Rock, AR 72212

SECTION 6 - RATES AND CHARGES

6.2 Indirect Access

		<u>Per Minute</u>	
	<u>8YY</u>	<u>Non-8YY</u>	(C)
Originating Access:			
Tandem Switching	**	\$0.001177	
Transport Termination	**	\$0.000360	
Transport Mileage	**	\$0.000040	
Network Switching,	**	\$0.004373	(C)
Terminating Access:			
Switched Access Service	**		
Switched Access Service - Direct Connect	**		
Local Transport Service	**		
Local Transport Service – Direct Connect	**		
End User Access*			
Terminating per access minute		\$0.000000	
Originating per access minute		\$0.000000	

* End User Access rate was \$0.005 but was changed on October 1, 2004 to \$0.000 to reflect the flow through provisions of the Tax Equity Act.

** Rates mirror the current effective rates as filed in PAETEC Communications, Inc. FCC Tariff No. 3 for Interstate Access Service.

Issued: June 10, 2021

Effective: July 1, 2021

Issued By: Senior Regulatory Counsel
4001 Rodney Parham Rd.
Little Rock, AR 72212

SECTION 6 - RATES AND CHARGES

		<u>Actual</u>	
6.3	800 (8YY) Database Access Service		(C)
<u>Effective</u>		<u>7/1/2021-6/30/2022</u>	<u>7/1/2022-6/30/2023</u>
Per Query		<u>7/1/2023</u>	
Basic, includes Vertical Features			
AT&T	\$0.00383 (R)	\$0.002015 (R)	\$0.0002 (R)
All Other Areas	\$0.004	\$0.0021 (R)	\$0.0002 (R)
			(C)
			(D)
6.4	Billing Name and Address Service		
	Service Establishment Charge (non-recurring)	\$150.00	
	Request, per telephone number	\$0.25	
6.5	Access Order Charge, (non-recurring)	\$105.00	
6.6	Installation Charge, (non-recurring)		
	Per First Trunk or Signaling Connection	\$915.00	
	Each additional Trunk or Signaling Connection	\$272.00	
6.7	Network Blocking, per call blocked	\$.0080	
6.8	Service Date Change Charge per change requested	\$26.21	
6.9	Design Change Charge per change requested	\$26.21	

Issued: June 10, 2021

Effective: July 1, 2021

Issued By: Senior Regulatory Counsel
4001 Rodney Parham Rd.
Little Rock, AR 72212

SECTION 7 - SERVICE TERRITORY

7.1 Service Area: Where facilities are available, the company's service areas will include the Greater Knoxville, Memphis, Chattanooga and Nashville areas.

T

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211

US LEC of Tennessee, Inc.

TRA No. 1
First Revised Page 61
Cancels Original Page 61

—
This page intentionally left blank.

Issued: October 2, 2002

Effective: November 1, 2002

Issued By: Wanda Montano, Vice President Regulatory & Industry Affairs
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211